

Supplementary quality, assembly and design standards Part 1

1. Fundamentals

With regard to all products supplied by it, the supplier guarantees continuous compliance with the quality and delivery standards mutually agreed for the various products (case furniture, take-away furniture, delivery furniture, kitchen furniture and upholstered furniture), as well as the assembly and product standards as amended from time to time.

Compliance with the relevant national, European and international legal provisions and specifications as well as quality, assembly and construction standards is regularly monitored by quality inspectors appointed by the porta group of companies.

Non-compliance and/or incomplete compliance with legal requirements must be remedied immediately, including with regard to goods already delivered (whether to the end customer and/or in stock), as the goods are not marketable and therefore constitute a defect in the legal sense. The costs of subsequent fulfilment shall be borne by the supplier.

In the event of non-compliance with the quality and delivery standards or the assembly and product standards for individual deliveries, the supplier shall be liable in accordance with the statutory provisions.

If the inspections by the quality inspectors repeatedly reveal non-compliance with the quality and delivery standards or the assembly and product standards and if these quality defects are not remedied despite warnings, the porta group of companies shall be entitled to terminate this agreement without notice.

2. General requirements

2.1. In accordance with the statutory provisions, in particular the warranty provisions of the German Civil Code (BGB) and the German Product Safety Act (Produktsicherheitsgesetz), each commission/each item must be enclosed per item:

- 2.1.1. Comprehensible, fax- or mail-compatible functional and assembly instructions in accordance with the "Standards and minimum requirements for assembly instructions" in the currently valid version.
- 2.1.2. Item-related/commission-related assembly instructions in German, fax- or mail-compatible, which correspond to the specific product to be delivered, so that the furniture can be assembled and put into operation exactly according to these instructions.
- 2.1.3. Service card per item or as a complete commission drawing labelled as a service card, on which all types are titled.
- 2.1.4. Manufacturer labelling is required for each commission/each item (proof of manufacturer must be enclosed). For goods that are exclusively marketed by the porta group of companies under its own brands, the supplier must affix the following note on the last page of the assembly instructions and on the product and/or the packaging of the product: "Manufactured for ... brand ... by ... (name of manufacturer with full company name, legal form and address).

- 2.2. Sufficient product information on materials, material properties, colour fastness, light fastness, usage properties, natural characteristics and care is enclosed with each commission and the sales documents for each model. In the case of elements with functions, their mode of operation and use must be adequately and comprehensibly presented and explained, if necessary with the aid of pictograms.
- 2.3. The materials and constructions used must be selected in such a way that they are suitable for the intended use. Explanation / example: The material properties and construction of furniture offered by the manufacturer for outdoor use must be designed in such a way that it can be used outdoors. Or: A piece of furniture offered by the manufacturer as a TV base must be designed to withstand the permanent load of a commercially available television without warping.
- 2.4. The material properties of all functional and connecting fittings and screws (hardness, strength, load-bearing capacity, functionality, etc.) guarantee that the furniture can be assembled and disassembled several times. Explanation: In the event of reclaiming, all fittings used must be detachable so that individual parts can be replaced or readjusted. Example: If the cornice of a wardrobe or the top panel of a longer sideboard combination is fitted with glue during assembly, the wardrobe can no longer be dismantled. In the event of a complaint, the entire unit must be replaced.
Cross-head or hexagon socket screws are used. For special screws or screwdriver lengths (extra long or extra short), the manufacturer will provide the appropriate tools.
- 2.5. All units that are generally top-heavy (base units) or become top-heavy during use (chests of drawers), or can warp during use (sliding-door wardrobes), must be fitted with a suitable wall mounting. A special note on wall mounting must be given on the first page of the assembly instructions and also clearly explained at the appropriate point in the assembly instructions.
- 2.6. Solid wood panelling for framed doors must be surface-treated accordingly before installation. This prevents colour differences (raw areas) when the panel shrinks.
- 2.7. The material properties and strength of all fittings and components must be designed in such a way that they guarantee a long service life and are free from the risk of injury after installation.

3. Lighting

- 3.1. All parts of a lighting system must be designed and installed in such a way that they can be removed and replaced by one person. Cables are an exception. The light sources must be selected in such a way that the end customer can buy them in specialised shops (e.g. DIY stores).
- 3.2. The connections of the different cables must be designed in such a way that they are unambiguous. It must only be possible to connect plugs in one position.
- 3.3. Enough extensions must be added to ensure the optimum cable routing, regardless of whether the domestic socket outlet is located to the right or left of the product.

- 3.4. The lighting must be switchable. Explanation / example: Switchable means that the lamp cannot be switched off simply by removing the plug from the socket. Permitted are e.g.: - Foot switch - Radio switch - Tiptronic - Magictronic.
- 3.5. Detailed instructions for installing the lighting components must be enclosed with the hardware box. If necessary, these must also include minimum distances between lighting components. For complex cabling in living room walls, stud walls, bedrooms, kitchens, etc., a commission-related installation plan must be enclosed with the fittings box. This must include both the installation positions and the installation directions.

4. Additional requirements for delivery furniture disassembled, fittings pre-assembled

- 4.1. Maximum weight per package of 40 kg. Tolerance 8 kg. Items that are heavier due to the material must be approved by the quality assurance department of the porta group of companies.
- 4.2. Large-volume goods (e.g. wardrobes and upholstered furniture) must be able to be assembled at the intended location.
- 4.3. The rear wall installation must be designed in accordance with point 5.2. so that it can also be carried out at the final installation location. Accordingly, screws and nails from the rear are not permitted.

5. Additional requirements for delivery furniture pre-assembled

- 5.1. As a general rule, all parts of a programme are delivered assembled. Exceptions are items that could be damaged during transport (e.g. angled shelves). Further exceptions can only be granted in consultation with the quality assurance department of the porta group of companies.
- 5.2. Large-volume goods and goods with a total weight of more than 40 kg, tolerance 8 kg, must be delivered assembled, but must be able to be dismantled in a few steps on delivery (e.g. modular construction). This also applies to upholstered furniture. After disassembly, it must be possible to reassemble the goods at the final assembly location.

6. Additional requirements for upholstered furniture

- 6.1. Maximum weight per package of 60 kg. Exception: Items with functional elements that can be dismantled if necessary according to the enclosed dismantling instructions (e.g. modular design).
- 6.2. The fittings are pre-assembled on units that are joined together.

7. Additional requirements for co-branded furniture and pallet delivery

Maximum weight per package for portable furniture of 30 kg. Tolerance 8 kg. Items that are heavier due to the material must be approved by the porta Group's quality assurance department.

8. Additional requirements for tables and desks

8.1. Tables are generally to be delivered assembled.

Exception: Due to the weight or to ensure greater transport protection, the table top assembled with all fittings must be delivered as packing unit 1 and the assembled base frame as packing unit 2. Individual legs must also be supplied as a separate pack.

8.2. To guarantee perfect functionality, lift tables are supplied assembled.

8.3. Desks can be delivered disassembled. For metal bases

8.3.1. the legs, especially C-legs, are generally assembled at the factory and

8.3.2. the intermediate crossbar must be supplied factory-assembled as a single unit.